

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

4003 Wood Street ● Erie, PA 16509 ● PH (814) 866-2247 ● <http://www.documentimagingreport.com>

May 21, 2010

THIS JUST IN!

IMAGING 411 DISTRIBUTING NEW HITACHI SCANNER

One of the products that generated the most buzz on the AIIM show floor last month was new **Hitachi** HT-4139 high-speed scanner. Reportedly available for more than two years in Japan, AIIM marked the North American debut for this device, which is fairly unique, in that it features two output pockets that can be used to outsort documents like patch code sheets and checks. It's a tabletop model, similar in design to the other mid-to-high-volume production models, with a 550-sheet ADF.

The 4139 is being distributed and serviced in the U.S. and Canada by **Imaging 411**, a Long Island-based scanner service specialist. Former Fujitsu, Visioneer, and Kodak VP of sales Don McMahan has signed on to help Imaging 411 develop its go-to-market strategy. "We're setting up an exclusive reseller program designed to offer more margins on product than most competitive vendors, as well as a healthy margin on service," McMahan, the principal of **MCM Consulting**, told *DIR*. "We are already getting resellers on board, have some units in the country now, and expect to have them in the field in June."

Imaging 411 advertises itself as a "Leading National Reseller and Maintenance Provider of Document Imaging Solutions." According to McMahan, one of its main lines of business has been offering an alternative to Kodak Service for Kodak and Bell + Howell scanners. "Imaging 411 has a national service footprint," McMahan said. "I think we'll be able to offer a three-year care kit for under \$10,000, with margins for resellers that I'll venture to say will be double what they're

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Why Fusion 2010 Worked

Whole proves great than sum of the parts for IAPP & TAWPI

DALLAS—There was quite a bit of buzz around document imaging at last week's Fusion 2010 event held at the Gaylord Texan Convention Center. This was the first year of the conference and exhibition, which combined events held annually by **TAWPI** (The Association for Work Process Improvement) and **IAPP** (International Accounts Payable Professionals). In effect, Fusion combined an imaging and an accounts payable (A/P) event, and, guess what? It worked.

In fact, it worked so well that TAWPI and IAPP have decided to join forces on a permanent basis. At the event, it was announced that the TAWPI and IAPP organizations would be combining their staffs and boards of directors. Basically, the two organizations will operate as one, but, for tax purposes, are remaining separate.

"The feedback and responses we received about the combined event were through-the-roof positive, from members of both organizations," said Tom Bohn, formerly the CEO of IAPP, who is now the president and CEO of IAPP-TAWPI. "There is a natural synergy between the two organizations, and we always knew the combination of events would work. But, you never really know how things will come together until you get on-site."

What we saw on-site were more than 1,200 attendees, which was significantly more than the two events drew separately last year. "With the economy being what it is, we were planning for the worst," said Bohn. "Granted, things are better than last year, and a lot of the conferences we've tracked have come back marginally. But, we had a huge return."

According to Bohn, 900 attendees signed up through IAPP and 350-375 came through TAWPI. Attendees could choose from a total of 180 "education sessions, workshops, interactive roundtables, and thought leader panels," that were broken out into 18 tracks. There were

also approximately 120 booths in the expo hall.

“At the show, we re-signed 60% of the vendors for next year,” said Bohn. “Re-signing at the show was not something IAPP offered in the past, but, TAWPI, historically, has only had about 30% re-sign rates at its event. Also, we had 120 people sign up for our ‘CFOs, Controllers, and Senior Shared Service Leaders’ session. To have that many senior level people at one show is incredible.”

Imaging in A/P cresting

From my standpoint, the timing of the combination of the event and the organizations couldn't be better. It seems imaging has reached maturity in the A/P market and almost every A/P professional I talked with was either considering a document imaging initiative, implementing one, or looking to upgrade their current imaging system, with features like automated data capture. “When you drop out of the Fortune 200, where they're focusing on initiatives like e-invoicing and dynamic discounting, everyone is very interested in imaging,” said Bohn.

In addition, there was plenty of discussion regarding the convergence of A/P and accounts receivable (A/R) processes. A/R has been a long-time TAWPI focus, and as organizations attempt to get better insights into their complete financial pictures, integrating A/R and A/P in a single financial management system is being increasingly considered.

This type of high-level strategy is an example of the topics addressed in the conference sessions. Of course, there were also more basic-level sessions like “Best Methods of Invoice Capture,” “Avoiding Potholes in Your Imaging and Workflow Project,” and “The Future of Medical Records.” And, while most of the presenters were solid, as was the case with the standalone TAWPI event last year, instead of a half-dozen attendees in each room (like we saw all too often last year at TAWPI), every Fusion session I attended had at least 20 people in the room and some were near capacity.

Future: bigger and better

Next year's Fusion event is scheduled to be held May 8-12 in Orlando. “We've increased the total number of room nights we will be booking to 6,000,” said Bohn. “Eventually, we believe we can grow this show by another 50%.”

Bohn said that IAPP is already planning two changes to next year's event. “There is going to be a pretty large educational track built around **SAP** applications in A/P and A/R,” he said. “We had a lot of interest in that area from this year's attendees. Also, we want to increase our document management automation focus, and, along those lines, increase our TAWPI membership.”

Currently, a \$175 annual fee enables members to take advantage of the services of IAPP, TAWPI, and IARP – the International Accounts Receivable Professionals, a sister organization to IAPP. “We've talked with at least two other smaller organizations about joining us,” said Bohn. “The goal

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DIR is the leading executive report on managing documents for e-business.

Areas we cover include:

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3. Forms Processing/OCR/ICR
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Editor: Ralph Gammon
4003 Wood Street
Erie, PA 16509
PH (814) 866-2247
FX (412) 291-1352
ralphg@documentimagingreport.com

Managing Editor:

Rick Morgan
PH (814) 866-1146
rickm@scandcr.com

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is to create the largest financial- and shared services-focused organization in North America with a focus on automation, A/P, and A/R.

“I’ll compare our vision to a food court model, where you have a bunch of vendors that set up shop in a mall. We want to build the mall and enable people to select what they need from our variety of offerings.”

Frank Moran, formerly the president and CEO of TAWPI, is now an EVP with IAPP-TAWPI and will focus on conference development. The organization’s next scheduled event is a Healthcare Payments Automation Summit, scheduled for Sept. 19-21 at The Sheraton Boston Hotel (<http://tinyurl.com/TAWPISummit>).

There are currently 29 employees in the combined organization with no immediate cuts planned, but Bohn indicated IAPP-TAWPI will look at optimizing its operations at some point in the future. The board now consists of 17 members (11 from IAPP and six from TAWPI – based on the relative sizes of the organizations) and Bohn.

For more information:
<http://www.iappnet.org/ViewItem-25.do?parentCatId=10>;
<http://www.iappnet.org/>; <http://www.tawpi.org/>.

Behind the Scenes at Fusion 2010

Remittance vendors look to diversify, and making the transition from invoice capture to purchase-to-pay

It’s no secret that the remittance processing market is struggling. Increasing adoption of electronic payments has reduced the need for software, hardware, and services related to capturing paper payments. For example, in part, due to a push for adoption of more electronic payments, in 2009, **Allstate’s** Dallas operation saw a 17% reduction in the number of paper payments it was receiving.

As part of the recent Fusion event, I toured Allstate’s Dallas site, where it is currently processing 1.2 million items per month. The insurance carrier also has an Ohio site that processes 1.9 million items per month. However, this is down from 3 million and 3.5 million, five years ago, respectively.

To reduce costs per payment, Allstate’s Dallas operation has stopped paying maintenance on one of its hardware pieces and has cut back the on-call hours for its service department. Allstate outsources

some of its key entry but recently did a study that showed that keeping the bulk of its item processing in-house is more cost-effective than outsourcing everything.

One positive of all this for Allstate’s operations is that if the company does any acquisitions, it has the infrastructure to handle additional payment processing. Of course, this would obviously eliminate the remittance processing operations at the acquired company. It’s easy to see why vendors in the remittance processing hardware, software, and services markets are attempting to diversify.

OPEX and **J&B Software** represent two such vendors. At Fusion, they each introduced technology aimed at expanding their businesses further into document processing. OPEX, which at AIIM introduced a new scanner targeting forms processing applications, debuted a new mail extraction desk designed to complement this scanner. Meanwhile, J&B announced a partnership with **Hyland Software** aimed at getting it into the invoice processing space.

Forms-centric extraction

OPEX’s new Model 72 Rapid Extraction Desk is the next generation of its M51—the model which its 3600 series scanner has historically been attached to. At AIIM, OPEX showed its new AS7200 scanner, which has features like better resolution, an ADF, and optional VRS—all designed to make it more of a document capture play [see *DIR* 5/7/10]. The Model 72 follows up with features that enable it to handle more diversified groups of envelopes.

These include a friction-based feeder and a new sensor in the auto-feeder that enables the device to handle a greater variety of envelope sizes. “We can now handle mixed batches of envelopes from five to 11.5 inches in length, 3.5 to 6.38 inches wide, and up to .375 inches thick,” said Jeff Geshay, the VP of sales at OPEX.

The Model 72 also features new milling cutting technologies, which enables it to slit envelopes from the top, instead of the side—which is how it’s done on the M51. “This is designed to reduce damage to documents, especially in thicker envelopes,” said Geshay. “You often find thicker envelopes in forms processing environments, where they are receiving documents like invoices, insurance claims, and tax forms.”

Geshay said that the Model 72 will be “comparable” in price to the M51. OPEX is taking orders now with the promise to ship units within 90 days. In addition to the ability to be paired with the new 7200 scanners, the Model 72 can be retrofit

with the 3690 scanner.

For more information:

http://www.opex.com/prod_extract.php?pid=34

J&B's invoice play

J&B Software, which has a long history in the A/R side of operations, is developing a new A/P automation suite. Leveraging **Top Image Systems' eFlow Invoice Reader** and Hyland's document management and workflow software, J&B will white label an invoice capture and processing package. J&B already utilizes *eFlow* to address A/R applications in areas like wholesale lockbox and tax forms processing.

"The partnership with Hyland gives us the workflow piece we really needed for invoice processing," said Joe Crowley, J&B's director of ECM. "And, *eFlow* gives us a nice platform for both A/P and A/R applications. When you combine these offerings with our remittance reading technology, as well as the outsourcing capabilities of **Regulus** [which is owned by the same parent company as J&B, **3i Infotech**], we think we have a pretty

unique set of offerings. Our combined A/P and A/R offerings will be appealing to CFOs interested in consolidating order-to-cash and purchase-to-pay.

"We already have 78 of the Fortune 500 utilizing our A/R technology. They will be among our initial candidates for our A/P suite."

Crowley noted that Regulus also has plans to offer Hyland's software through a SaaS model.

For more information:

http://www.jandbsoftware.com/primary-solutions/AP_Automation.php

Looking for the P2P crossover

At Fusion, Crowley made an interesting observation regarding the current state of the invoice processing market. "A lot of the vendors like to say they are in the purchase-to-pay space, when in reality they are just doing invoice-receipt-to-pay," he said. "That's not to say there's no value in capturing and processing invoices, but these vendors really don't touch the purchasing part of the equation, which is typically done in an ERP system."

RESELLER KEYMARK ESTABLISHES NATIONAL FOOTPRINT

Document imaging-focused value-added reseller **Keymark** had one of the largest expo booths at the recent Fusion show. We've also seen Keymark exhibiting at events such as last year's Microsoft SharePoint conference. We caught up with Jim Wanner, CEO of Keymark, and asked why he felt it was important to invest in expo space usually reserved for vendors.

"We really had no choice if we wanted to continue to grow," Wanner told *DIR*. "While there are a few nice-sized opportunities in our immediate region, like **Denny's, Clemson, Security Finance, Pepsi Bottling Group, Blue Cross Blue Shield of South Carolina, First Citizen's Bank, and AgFirst Farm Credit**, that's about it. As a result, to grow, we felt we had to establish a national footprint and exhibiting at trade shows helps us do that. While our travel budget may be more than most VARs, we think our strategy has been working."

Keymark, which is based in Liberty, SC, near Greenville, advertises **Kofax, Hyland, AnyDoc, and OPEX** prominently on its Web site. National customers it has secured include **Hastings Mutual Insurance Company, Mutual Assurance Society of Virginia, Seabright Insurance, the LHC Group, HB Fuller, and Husqvarna**. "We really focus on four vertical markets," said Wanner. "Those are healthcare, insurance, government, and finance. We also target the back-office, in particular accounts payable, where we have about 50 installations."

Benchmarking panel provides insights

Wanner sat on a panel at the Fusion event, which discussed the results of a recent TAWPI survey on establishing benchmarks for document imaging operations. Despite the buzz around auto-classification that vendors have generated over the past few years, only 21% of the survey respondents said they were using it. "We've done a couple of auto-classification

installations, but the software is not easy to implement," said Wanner. "That said, if you have 10 or more people doing document preparation, it's clearly something you should look at for reducing costs."

Wanner offered this insight when asked about the accuracy of current OCR-based data capture applications: "One of the twists we see, is that our customers typically are making more errors with their manual data entry processes than they realize. We've seen error rates as high as 3-4% with manual entry that we've been able to reduce to less than 1% with automation."

Mark Smith, director of product planning for **OPEX**, added, "It's difficult to compare current OCR accuracy rates to historical ones, because the problem set currently being addressed by OCR is a lot larger than it was in the past."

For more information:

<http://www.keymarkinc.com>

So, how do you get from invoice processing to purchase-to-pay? Well, it seems to be through some sort of intersection with cash management. "When people think of cash management, it's usually associated with A/R," said Tom Walker, **Open Text's** program manager for A/P solutions. "However, the last calculation for working capital is subtracting your liabilities, and that's where A/P comes in.

"In invoice processing, we always talk about managing the transaction. To have higher level conversations with CFOs, we really need to talk about managing the processes."

According to Walker, managing A/P processes leads to benefits such as fraud prevention. "Tighter management of invoices is the best way to stop internal theft," he said. "It gives you insights and records of exactly who is approving invoices and issuing POs to whom."

A presentation by Pete Stevens, director of marketing for **Prodagio Software**, took the link between A/P and cash management a step further. His presentation was entitled, "The Next Frontier in A/P Technology—Impacting Cash." Prodagio develops a rules engine designed to accept data from all types of invoices. The engine then follows steps to post this data as quickly as possible to an accounting system.

"Our focus is on accelerating the A/P process," Stevens told his audience. "Only after you reach the point where an invoice is ready to be paid, can you really begin to impact your spend. At that point, you can start making decisions like how fast you should pay and whom you should pay to get your biggest discounts."

Stevens pointed out that even taking advantage of the standard 2% discount for paying an invoice within 10 days after it's issued can be a huge bonus for a large company. He scoffed at the notion of companies saying they would rather wait for 30 days and take the interest or "play the float." "In this economy, what sort of interest are you going to get?" he asked. "On a \$10,000 invoice, you might get \$35." *[If you're scoring at home, a 2% discount on a \$10,000 invoice would be worth \$200. So, if a business is paying \$10 million in invoices a month, you're talking about \$200,000 in discounts vs. \$35,000 in potential interest.]*

Stevens said that once businesses optimize their A/P processes, they can start deploying innovative concepts like creating portals for opportunistic discounts. "They can potentially negotiate discounts in real-time with vendor partners and even do things like get them bidding against each other to

determine who gets paid sooner," he said.

For more information

<http://www.opentext.com/2/global/sol-products/sol-pro-ap.htm>

<http://www.prodagio.com/>

BancTec upgrades scanners

BancTec is certainly a company that knows all about the transition to electronic payments. Once a very successful vendor of check sorting hardware, the Irving, TX-based document capture specialist has watched both its hardware and services revenue in this area erode. The company has evolved by successfully replacing this revenue with a BPO business that more than tripled in size from 2006 to 2009.

Also, in 2007 BancTec launched its IntelliScan high-speed document scanner line, which features several configurable models. At the recent AIIM and Fusion shows, BancTec was showing improvements to these devices. The standard speed on both the IntelliScan SDS and the XDS has been increased to 255 ppm at 200 dpi and 165 ppm at 300 dpi. Images can be output at these speeds in black-and-white, color, or grayscale. BancTec has also introduced the capability to output uncompressed 300 dpi color bitmap images.

"We've taken advantage of some improvements in our electronics," said Peter Caporal, director, portfolio management, for BancTec. "We've also made improvements to our feeder, so it can handle documents being placed closer together. And, we've improved the feeder to handle a wider range of documents, from rice paper to card stock. The rice paper capability was specifically developed for the Asian market, but we're including it on all our models."

The IntelliScan features an open track paper path. The SDS is designed as more of a standard, off-the-shelf product aimed specifically at document capture applications. It lists for \$85,000 and competes directly with the IBML ImageTrac III, and potentially some higher-end Kodak models.

The XDS is more configurable and can include options like extra outsourcing pockets, a MICR reader, up to 600 dpi image output, and "TurboTime" extra high-speed capabilities. The XDS can be configured to run at 400 ppm at 200 dpi and 270 ppm at 300 dpi. (There is also a model with a 200 dpi optical system that is rated at 550 ppm.) But, for users who only need those speeds to handle occasional spikes in volume, BancTec offers its patented TurboTime feature.

TurboTime-enabled scanners include some

additional electronics not in the standard XDS. Under a new packaging arrangement, when a user initially purchases TurboTime, they receive 1 million scans at the higher speeds. The number of scans is tracked through a card inserted in the device. Users can buy additional high-speed scans in increments of 250,000.

BancTec also announced some improvements to its IntelliScan USC scanning application. It has introduced OmniFont OCR for in-line reading of both machine and hand-printed characters. It has also introduced in-line template-based forms recognition for document classification. "We can use these technologies to do some limited data extraction, as well as make sorting decisions," said Caporal. "Our plan is to continue to add capabilities to USC."

For more information: <http://www.banctec.com/>

CVision Demos Powerful OCR & Invoices Products

Document capture and image processing software specialist **CVision** showcased a couple new products at the recent AIIM and Fusion 2010 events. At AIIM, the buzz was around its new *PDF Compressor 5.0* application that advertises OCR at 10 pages per second, per processor. At Fusion, CVision was showing a new invoice capture product targeted at the mid-market, which touts the ability to capture line-item details. Both products are currently in beta, and scheduled to be released for general availability this summer.

PDF Compressor 5.0 features what CVision is billing as "super-fast" OCR. As the "Compressor" product name indicates, CVision's legacy is in creating optimally sized PDFs from larger TIFF and JPEG files. To accomplish this, CVision employs techniques like JBIG2 compression and pattern recognition. Similar techniques are leveraged in the super-fast OCR feature, which was demoed to me at 22 pages per second on a PC with a quad-core processor, but, which CVision CEO Ari Gross said can reach 40 pages per second.

"This is revolutionary technology," Gross told *DIR*. "We achieve it by understanding the totality of the document."

The way I understand super-fast OCR is that it involves substituting symbols for characters in a multi-page document, similar to what you'd do in a JBIG2 process. Working with symbols makes the OCR process faster, because instead of having to recognize individual characters, a single symbol can be used to represent the entire collection of small

"e"'s found in a multi-page document, for example.

CVision does not develop its own OCR. Once *PDF Compressor* is done processing a document, the captured characters are compared against a third-party OCR engine, such as the **Nuance** engine included off-the-shelf with *PDF Compressor*.

In addition to being included in *PDF Compressor*, CVision is marketing its super-fast OCR technology on its own. It's being labeled "real-time OCR" and marketed as technology that can be embedded in chips placed in scanners and MFPs and used to create full-text searchable PDF files at the rated speed of a scanner.

A couple months ago, we featured a story on **ABBYY** embedding its OCR in **Konica-Minolta** MFPs [see *DIR* 3/19/10], but we've seen or heard nothing to indicate that this gives devices anything close to the ability to output full-text searchable PDFs at rated scanning speeds.

One image processing expert we talked with suggested that the CVision technology would work well on multi-page documents, but would slow down with batches of multiple, single-page documents. "If you're dealing with a long document with a limited font set, like a book or a contract, for example, it should work well enough," he said. "But, when you get into the multiple fonts used on multiple documents in a large batch, it's not going to be able to match characters and substitute symbols as easily."

In addition to super-fast OCR, CVision has introduced a "super-accurate" OCR option in *PDF Compressor 5.0*. According to Gross, while this option slows down the conversion process, it can increase OCR accuracy by at least 10%.

Innovative invoice capture

The technology used to achieve the increased accuracy is similar to the technology leveraged in CVision's new *Trapeze for Invoices*, which it was showing at Fusion. *Trapeze* is CVision's data capture platform, which it introduced in 2008 [see *DIR* 10/24/08]. *Invoices* represents the first commercial application built on that platform.

It brings some increased intelligence and innovative image processing to the invoice capture market—especially related to line-item recognition. After *Trapeze* recognizes a table, where line items are typically contained, it does horizontal and vertical calculations to reconcile the numbers.

If the numbers add up, the data is captured and can be moved downstream. If there is a discrepancy,

Trapeze enters into a secondary data recognition phase. This is accomplished by creating a series of image “transforms,” (which are basically different versions of the invoice image), using techniques similar to those in mixed raster content (MRC) processing. MRC involves dividing a document into layers in order to compress it more efficiently.

Data is extracted from each transform (I saw demos where between four and eight transforms were used). The data from each is compared and subjected to voting, with the characters recognized most often, and with the most confidence, chosen and re-calculated to check accuracy.

I don't have any figures as to what percent this improves accuracy, but, CVision has always advertised its data capture technology as being able to handle difficult and low-contrast documents [see *DIR* 7/19/09], and this type of process would definitely help with that.

CVision customer **Salem Tools**, from Salem, VA, presented at Fusion and explained how it went from an A/P person being able to process an average of 18 invoices in an hour manually, to 100 per hour with the aid of *Trapeze for Invoices*. This enabled Salem to reduce its staff from three full-time employees, to one half-timer.

Dealing with invoices from more than 3,000 vendors, *Trapeze* has helped Salem capture header data like the PO number, invoice date, invoice number, and total. Salem is capturing line items like discounted list price, list price with cost multiplier, and net cost.

Salem represents CVision's first invoice capture customer. “With *Trapeze for Invoices*, our goal is to help users achieve a three-month return on their investment,” said Gross. “We think we can price it affordably for adoption in environments where there are less than five people entering data.”

Gross said that CVision has plans to release a toolkit version as well. “We've always licensed our technology, like *PDF Compressor*, as both an SDK and an application,” said Gross. “We typically like to seed the market by offering it as an application first. We think there is a potential OEM market for *Maestro for Invoices*, for ISVs that want to add invoice capture to another software product, or even for someone that wants to create more accurate full-text searchable PDF invoice files.”

For more information:

<http://www.cvisiontech.com/trapeze/general/trapeze-for-invoice-processing.html>;
<http://www.cvisiontech.com/products/general/pdfcompressor-information.html>;
<http://www.iappnet.org/ContentFiles/File/fusion/presentations/115.pdf>

Datacap Shows Innovative MFP Integration

At the AIIM show last month, **Datacap** was showing some innovative, patent-pending technology for integrating MFPs with automated data capture. The Tarrytown, NY-based ISV has done an integration with **Lexmark** devices, which enables users to correct incomplete or mis-filled forms before they are submitted to back-end systems. Datacap CEO Scott Blau envisions it being used in kiosk environments in markets like healthcare.

Basically, it works like this: A user creates a form, such as a survey or request for information, which is printed on the Lexmark device. A customer or patient completes the form, entering information into the required fields. With the customer still present, an attendant scans the form with the Lexmark device.

After the image is captured, Datacap applies OCR and data extraction technology to the form. This is a fairly standard process, so far. This innovation is that if the Datacap software detects an error, such as two check boxes marked for a one-answer question, an incorrect number of digits in a social security number, or a blank field, it has the ability to send a message to the Lexmark MFP that it should print a new form—one that features only the fields that could not be correctly captured the first time through.

The customer then completes this second, shorter, form, and viola, all their information is accurately captured by Datacap and fed to a back-end application. A bar code on the second form makes sure the data is accurately matched up with the data from initial form. Blau also showed the ability to scan a bar code, like the one on my attendee badge, and use it to pre-populate a form printed with the Lexmark MFP.

At AIIM, the application was in the alpha/beta stage, but Datacap is forming a go-to-market strategy with its partner Lexmark.

For more information: <http://www.datacap.com/>;
<http://www1.lexmark.com/products/>

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getting on service from competitive vendors.”

The 4139 is rated at 150 ppm in grayscale and bi-tonal at 200 dpi and 120 ppm in color. Duplex speeds are 240 images per minute in bi-tonal, 190

ipm in grayscale, and 100 ipm in color. [The duplex speeds are based on a USB 2.0 interface, but, from what we understand the model shipping in the U.S. and Canada will offer USB 3.0, which may speed things up.]

The 4139 has both TWAIN and ISIS drivers and can simultaneously output color, grayscale, and bi-tonal images. It also offers a color dropout option. It has the ability to outsort documents based on barcode or patch code recognition, or by size. The outsorting pocket has a 100-sheet capacity. The scanner has a recommended daily duty cycle of 150,000 pages.

It comes bundled with **SimpleSoftware's SimpleIndex** batch capture software. SimpleSoftware is a Knoxville, TN-based ISV. The bundled version of *SimpleIndex* includes key indexing and export capabilities. It can be upgraded to add bar code recognition and OCR.

"The outsorting capabilities make this a fairly unique device," said McMahan. "It can offer some significant savings for organizations that want to reuse their patch code sheets. I was recently talking to a service bureau operator who estimated he was spending \$5 on patch code sheets per box of documents scanned."

McMahan added that Imaging 411 will be selling exclusively to resellers and service bureaus. "Everything will be a registered deal, and you won't see these devices showing up on Internet reseller sites for a buck over cost," he said. "We think this is a product value-added resellers can slot into their high-volume accounts and make some decent

money on."

For more information: <http://www.imaging411.com/>;
<http://www.hitachi.co.jp/products/it/ocr/gl/ht-4139.html>;
<http://www.simpleindex.com/>

FUSION CONFERENCE SESSION NOTES:

According to Chris Deelsnyder of **Accenture**: "Only six percent of U.S.-based physicians' offices currently use a full-functioning EMR system; 90% of which say it has brought value to their practices. In the next two years, 58% of U.S.-based physicians' offices say they intend to purchase an EMR system, but they have no idea how to do this."

Some of the hurdles to EMR adoption listed in Deelsnyder's presentation on "The Future of Medical Records:" costs, interoperability, learning curve, security concerns, and lack of standards.

Also from Deelsnyder's presentation: "For our healthcare system to survive, it has to change from an administrative focus to an outcome-based focus. If you don't get better, your doctor shouldn't get paid."

From *Today* Magazine Editor Mark Brousseau's panel on "Benchmarks in Document Management:"

IBML President Derrick Murphy on the importance of accuracy in data capture operations: "The quickest way to destroy a database is to put the wrong information into it."

Jim Thumma of **Optical Image Technology**: "The key to implementing a successful document processing operation is for an organization to commit to changing its processes before throwing technology at them."

For all the Fusion conference session slides:
<http://www.iappnet.org/ContentFiles/File/fusion/presentations/>

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